

## INVENTOR INFORMATION

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## CORRESPONDENCE INFORMATION

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APPLICATION INFORMATION

Title Line One:: SPEECH DATA MINING FOR CALL CENTER  
Title Line Two:: MANAGEMENT  
Total Drawing Sheets:: 6  
Formal Drawings?:: Yes  
Application Type:: Utility  
Docket Number:: 9432-000241  
Secrecy Order in Parent Appl.?:: No  
  
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